

Multi-Service Worker

POSITION SUMMARY

The Multi-service Worker delivers exemplary hospitality services that enhance life quality and peace of mind for seniors living within the community. Under the direction of the Assisted Living or Hospitality Coordinator/Leader delivers resident focused housekeeping, laundry and food services and acts as a member of the program team to support life quality and peace of mind for residents and their families within the assisted living residence.

KEY RESPONSIBILITIES

Fulfills a vital resident need for communication and companionship when delivering services within resident suites and common areas. Reports observations of social isolation or changes in resident functional status to the Coordinator or Leader. Participates in resident service planning as requested;

Delivers exemplary housekeeping and laundry services within resident suites, amenity spaces and common/administrative areas. In accordance with the assisted living philosophy, respects resident requests for privacy and choice when delivering services. Organizes cleaning schedules around resident needs and requests. Responds to non-scheduled requests for housekeeping and laundry assistance;

Following food safe practices and company policies and procedures, assists with the preparation, presentation, delivery and service of meals. Respects the choices and preferences of residents in meal service to enhance life quality. Conducts clean up after meals;

Stocks the common area kitchen ensuring proper inventory rotation methods are utilized for all perishable products. Prepares and services beverages and snacks. Assists in the preparation and service of family and special event catered;

Follows the resident Service Plan and/or Shared Responsibility Agreement when delivering hospitality services. Reports critical incidents and unusual occurrences to the Coordinator or Leader;

Collects and distributes bedding and towels to service areas in accordance with pre-determined top up levels. Washes, dries and folds flat linens and towels. Performs personal laundry services in accordance with individual service plans;

Assists in the delivery of social and recreational programs, escorts residents as requested and participates in the overall delivery of programs and services for residents;

Adheres to WHMIS protocols and infection control guidelines when performing hospitality services and maintains MSDS; and

Acts as back up in emergency situations.

EDUCATION, QUALIFICATIONS AND EXPERIENCE

- ◆ Building Service Worker Certificate, Food Service Worker Certificate or an equivalent combination of education and experience in a hospital or hotel setting
- ◆ Demonstrates a solid understanding of the intent and philosophy of assisted living when planning and delivering hospitality services
- ◆ Comfortable working alone or in a team environment and in the absence of prescribed work routines
- ◆ Self directed approach - Able to plan, organize and deliver care and services with minimal supervision
- ◆ Food Safe Level I
- ◆ WHMIS Certification
- ◆ First Aide Certificate an asset